Alerts Monthly Status Report
November & December 1999

- **Alerts IPR:** An Alerts IPR was held November 16 - 19 in Columbus, Ohio. Topics discussed included program, travel and training budgets, the master schedule update, training plan, deployment, security accreditation, Y2K end of year risk mitigation, functional test planning, and a discussion with Environmental and Operational Testing site personnel for CAOs and the external customer.

- **Alerts Master Schedule Update:** The Alerts master schedule was update at the last IPR to reflect a DCMC HQ review of training materials and pre-deployment to CAO SysOps (to build CAT teams) and TASOs (to build user accounts) after the milestone III decision brief. This rework did not impact the end IOC or FOC dates. The Alerts master schedule is now posted to the Integrated Deployment Scheduling Group Webpage: http://www.dcmc.hq.dla.mil/Dcmc_ab/itdsg/schedule.htm

- **Functional Test (FT):** The Functional Test for Phase II was conducted in Columbus, November 29 – December 15. Over twelve hundred test conditions were executed. Some problems were found and corrected but none were major. The test cadre consisted of DLA, DCMC HQ, East, West and International personnel. The cadre tested the minor fixes to the Delay Notice, CPSS, SysOp and TASO modules. These were the fixes that surfaced during the initial Train the Trainer and CAO training classes in March 1999. The cadre also tested the web based Customer Access module using Internet Explorer and Netscape web browsers. The cadre also verified Y2K compliance. The application was successfully certified and is now ready for the next phase of testing.

- **Environmental Test (ET):** The ET will take place January 24 - February 4 in Phoenix and will test the Alerts application in a representative environment. HQ, West, East, DITC, Mantech, and Phoenix personnel will be involved in the test. The new POC at Phoenix is Kent Pickering, replacing Dudley Sharp. Mr. Pickering can be reached at 602-594-7840.

- **Operational Test (OT):** The CAOs participating in the Operational Test will be DCMC Atlanta, Cleveland, Phoenix, Chicago and Ottawa. These CAO train the trainers and end-users have a schedule in place for training and testing. They will be supported functionally and technically by the Atlanta, Cleveland, LA and Chicago FASST. Training and set-up for OT sites will occur from February 7 - March 31. The two customer sites are TACOM and DSCC (Columbus). The OT will run from April 3 - 28.

- **CAO Training of Phase II:** Correspondence will be forthcoming shortly requesting a training schedule from the CAOs. The CAO TTT class will be given during the week of February 14 for OT sites, and will be held in Atlanta. TTT classes for non-

OT sites will start the week of March 13 in Chicago, Carson, Atlanta and Boston and run for three weeks. The TTT training will be a two-day refresher class.

- **Customer Training Development Working Group:** The Customer Training Development Working Group was held in Atlanta October 25 - 29, 1999. The group developed a Student Guide, Lesson Plan, and Brief and reviewed the Customer User's Manual. All training materials will be completed in January and will be added to the Alerts Home Page.

- **User Manuals:** Updated user manuals for all modules were forwarded to DCMC for approval. The manuals were reviewed in November and during the Functional Test in December. Mantech made resulting corrections and the final changes are in the process of being reviewed by DCMC. The manuals will then be reproduced and sent to each CAO. They will also be posted to the Alerts home page (the home page address is below).

- **DCMC Help Desk, Use for External Customers is Authorized:** There remains a misperception that the DCMC Customer Response Center (CRC) helpdesk, 888-576-DCMC, will not support Customers external to DCMC when they have Alerts application problems. ***The CRC has been given direction to support all Alerts customers.*** This will be addressed in the Alerts training for both DCMC and the Customer. DCMDW continues to have problems with the CRC Help Desk. They are still not getting the problems to the correct Tier.

- **Home Page Updates:** The October Alerts monthly report was posted. The Alerts Home Page address is http://www.dcmc.hq.dla.mil/teaminfo/Alerts/Index.htm

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